



*Virginia Information Technologies Agency*



# Joint Commission on Technology and Science

**Sam A. Nixon Jr.**

Chief Information Officer of the Commonwealth

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# CoVA IT Infrastructure

## Computers

57,977 PCs  
3,485 servers

## Mailboxes

59,866 accounts

## Data storage

1.4 petabytes

## Mainframes (2)

IBM

Unisys

## Communications

~55,000 desk phones  
~3,600 handhelds (PDAs)  
~11,000+ cell phones

## Networks

2,039 circuits

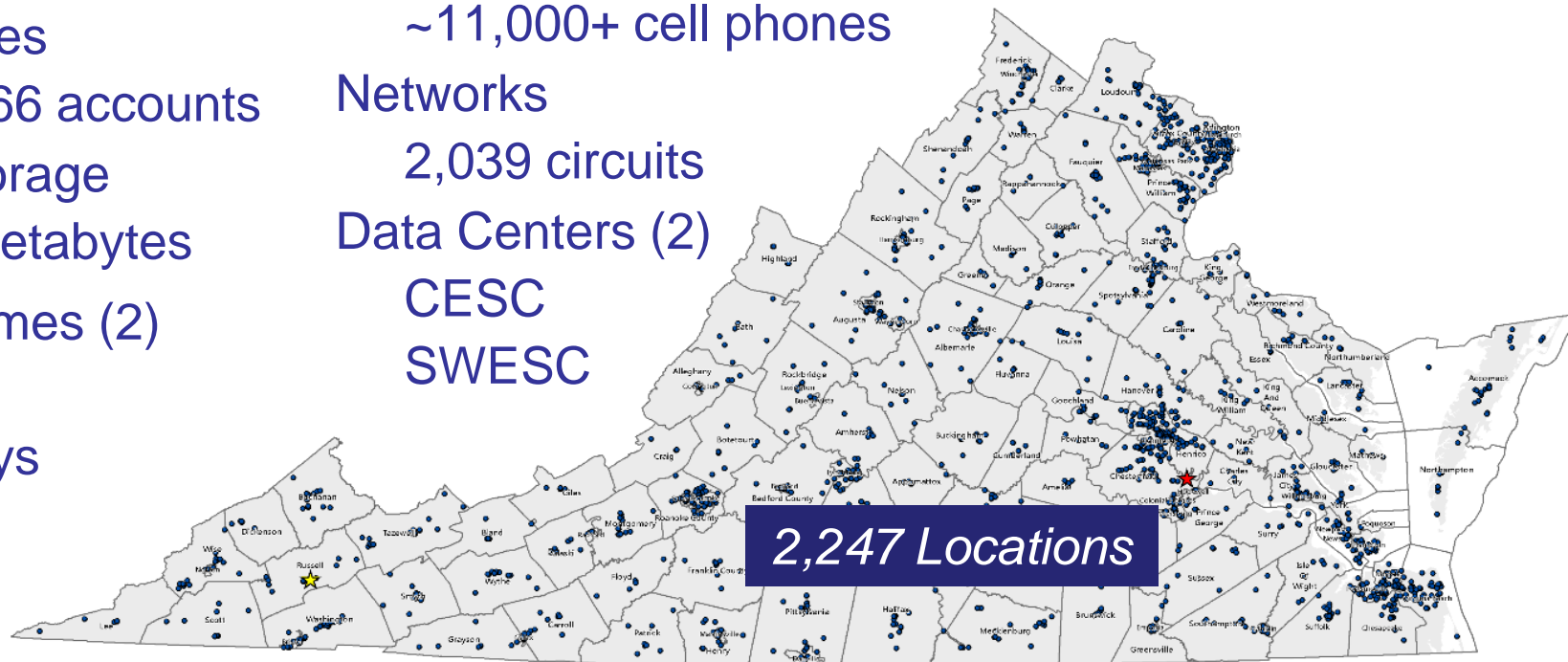
## Data Centers (2)

CESC

SWESC

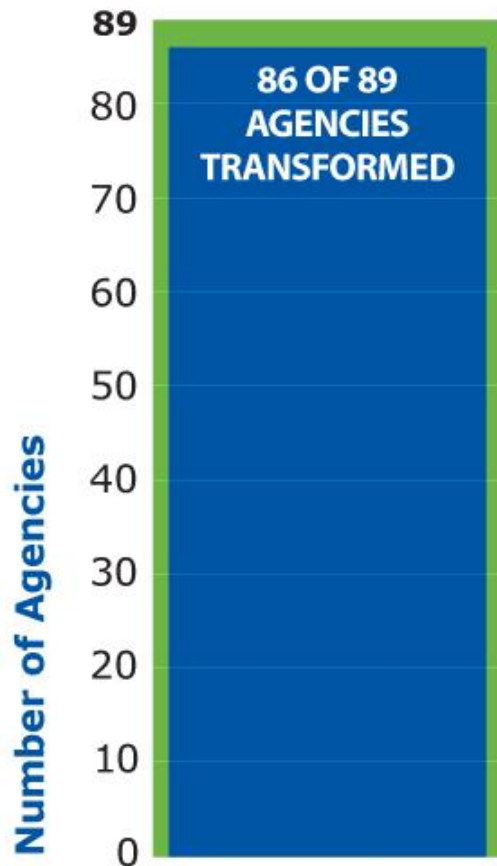
## Printers

5,674 network  
22,000+ desktop





# Transformation Status



- *Critical mass* achieved
- Standard, reliable and secure
- Remaining agencies:
  - VDEM, VSP, & VEC



## Technology Roadmap

- Transformed agencies benefit from continuous upgrades, including:
  - 14,000 PCs refreshed (Jan 11 – Aug 12)
  - Enterprise Email System migration complete
  - Windows 7 (underway)
  - Office 2010 (underway)
  - Enterprise Storage Systems (CESC)
  - Mainframes (2 - IBM, Unisys)
  - Support systems and tools
    - Help desk, monitoring, network, security and more

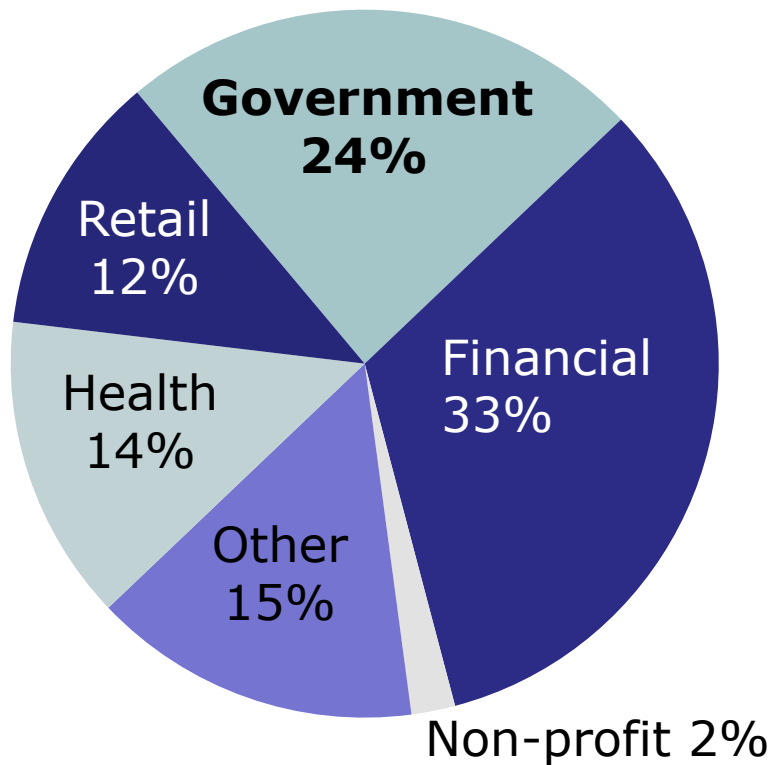


## New Initiatives Increase Efficiency & Productivity

- Critical Mass enables *enterprise approach* and facilitates *shared services*
  - Commonwealth Authentication Service (DMV)
  - Enterprise Data Management service (VITA)
  - Service-Oriented Architecture (VITA)
  - eGOV program (Virginia.gov, agency websites)
  - Workplace Collaboration Service (SharePoint)
  - Workplace Productivity Solution (CRM)
  - Email archiving (Symantec)
  - “Bring Your Own Device” mobile computing support



## Government: #2 Target of Cyber Attacks



**Security breaches of over 1 Million records**

Source: Privacy Rights Clearinghouse, *A Chronology of Data Breaches*, Aug 2012

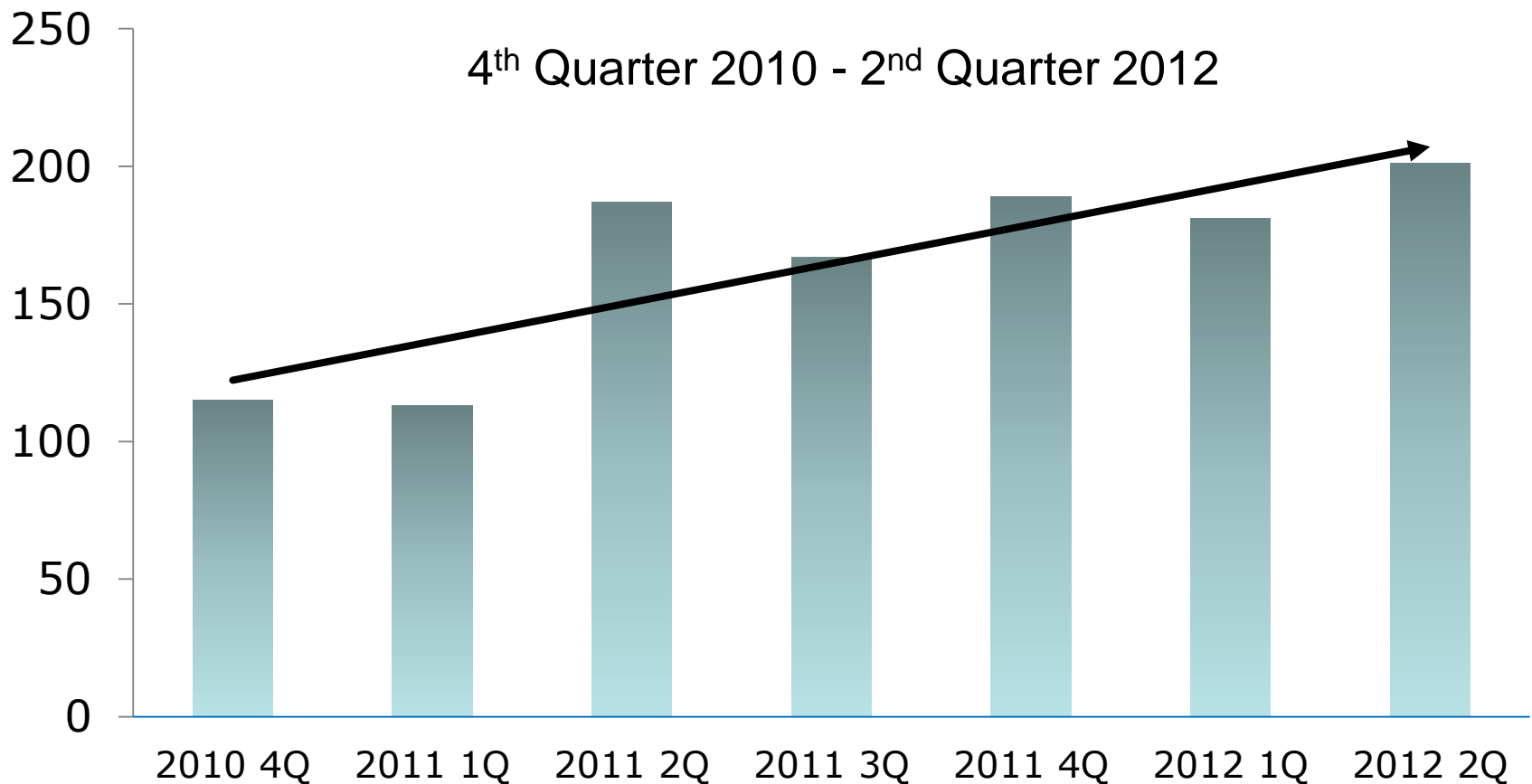
\*Virginia

- 70,947,657 attack attempts
- 323,064,576 spam messages

\*Jan – Jun 2012, transformed agencies only



## Increase in Security Incidents





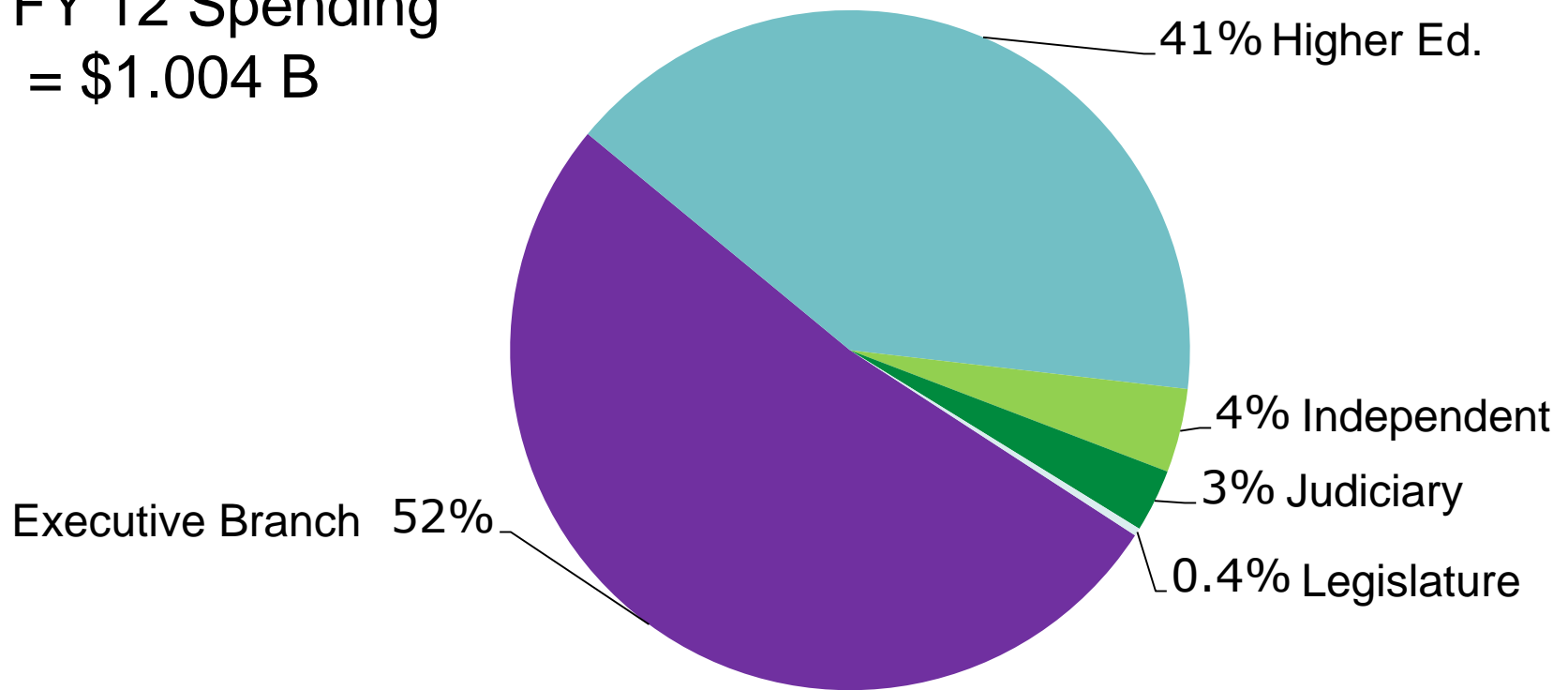
# IT Security – Current & Future State

- Current State
  - VITA Sets Security Architecture & Standards
  - NG Protects CoVA Data 24 x 7 x 365
  - Intelligence & Information Shared (Fed. Govt. & Others)
- Future State
  - Improve Analysis & Risk Assessment
  - Enhance Access Security
  - Address Security Compliance by Agencies



# CoVA FY 2012 IT Expenditures

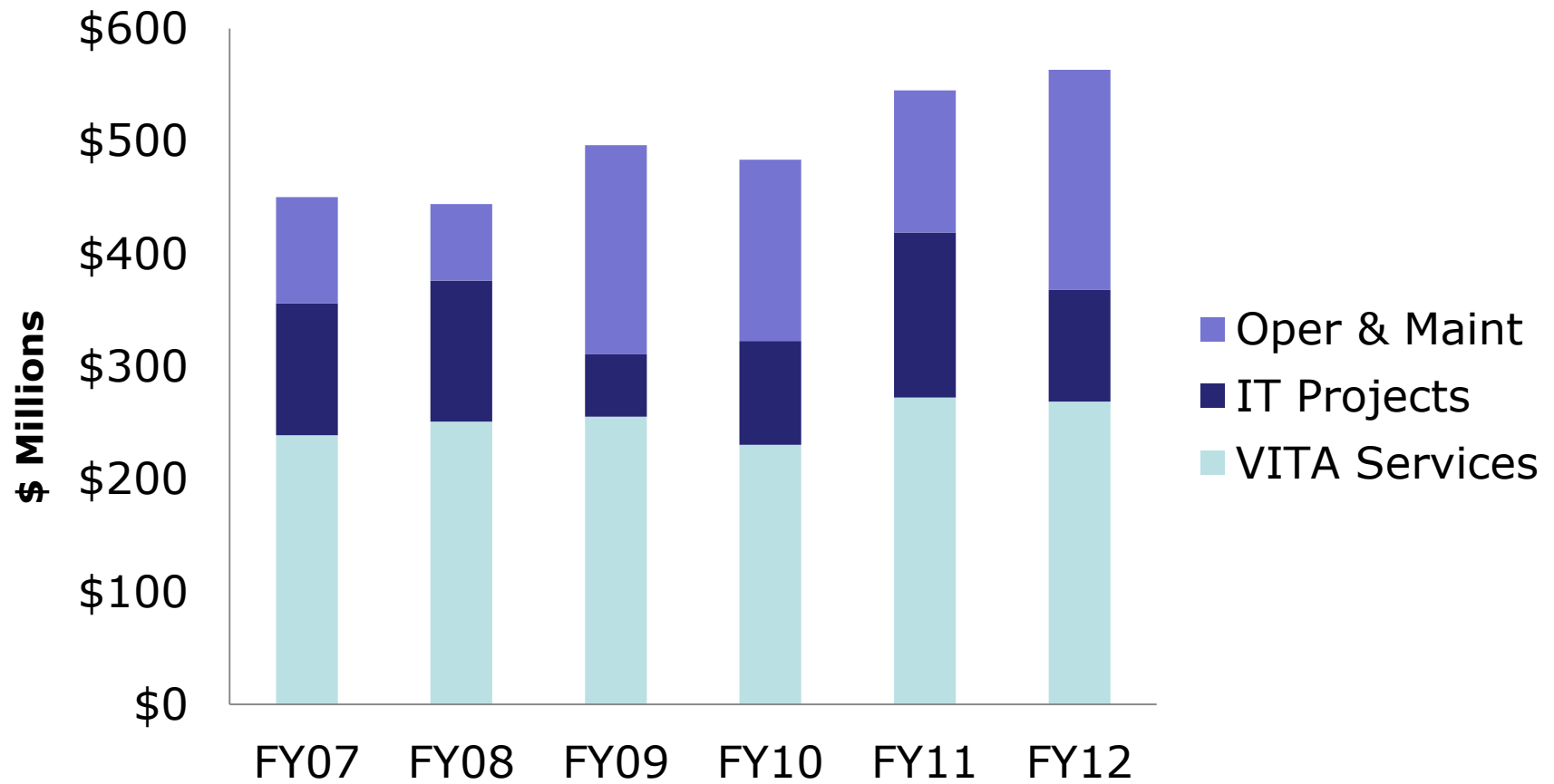
FY 12 Spending  
= \$1.004 B



Source: VITA staff analysis of Auditor of Public Accounts data.



# Trends in Executive Branch IT Costs



Source: Auditor of Public Accounts.

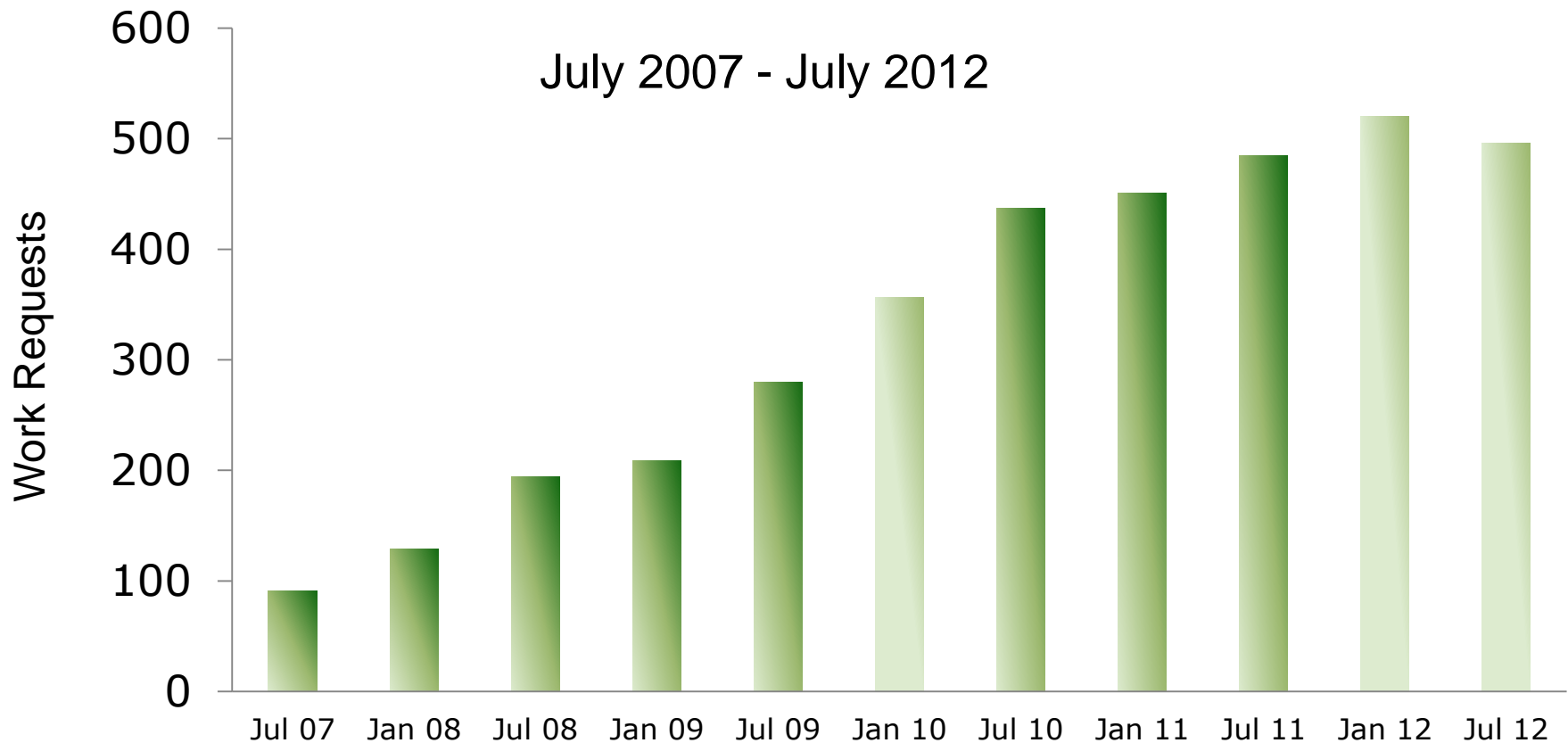


## IT Projects Drive IT Spending

- 136 IT Projects
  - 54 “major” projects (\$490 M)
  - 82 non-major projects (\$49 M)
- VITA Staffing Constraints Limit Oversight
  - Major projects overseen by VITA
  - Limited resources are focused on highest risk
  - Move to IT “programs” creates new challenges
- 17% of Core Applications Are End of Life
  - CARS, PMIS, eligibility systems
  - Example: VITA telco billing system

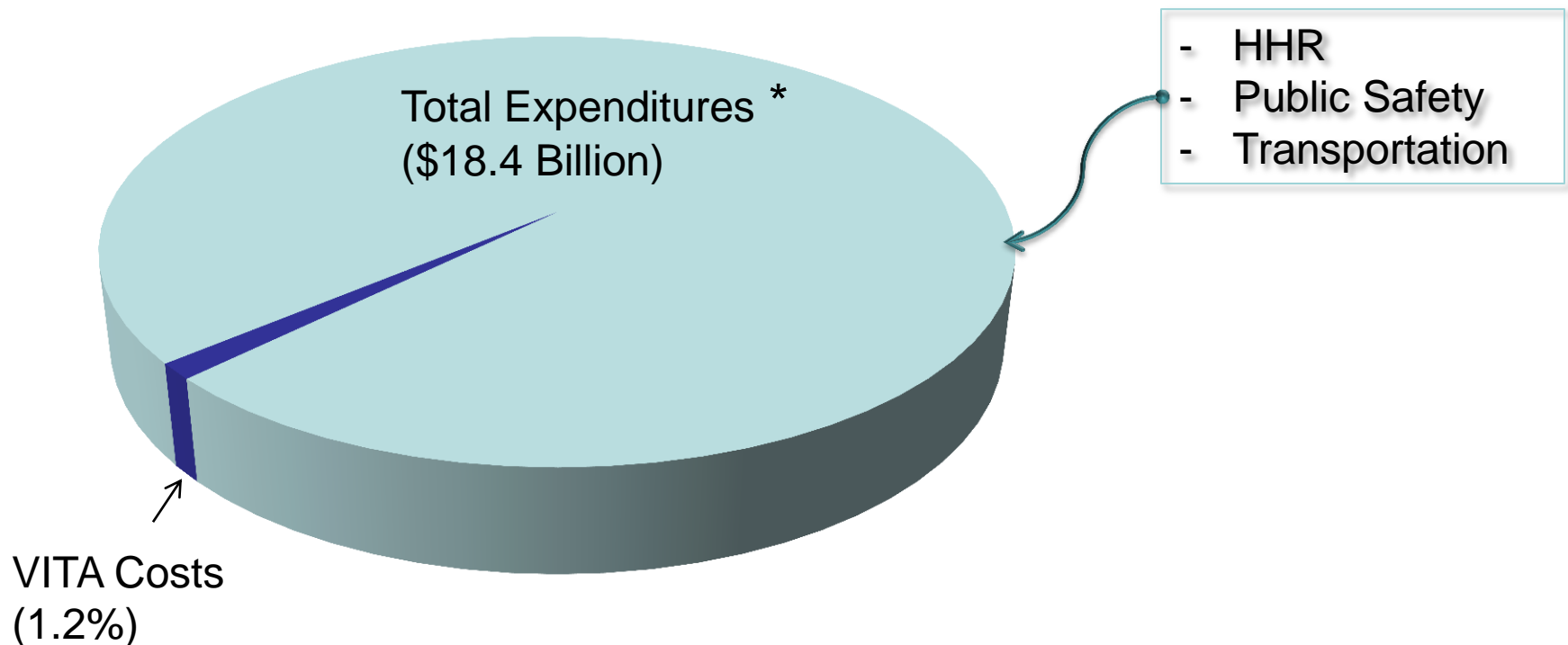


# Agency Work Requests Also Drive IT Costs





# VITA Costs Are Typically 2% of Budgets



Sources: Commonwealth Data Point, VITA

\* Top 3 Secretariats account for 74% of VITA invoices



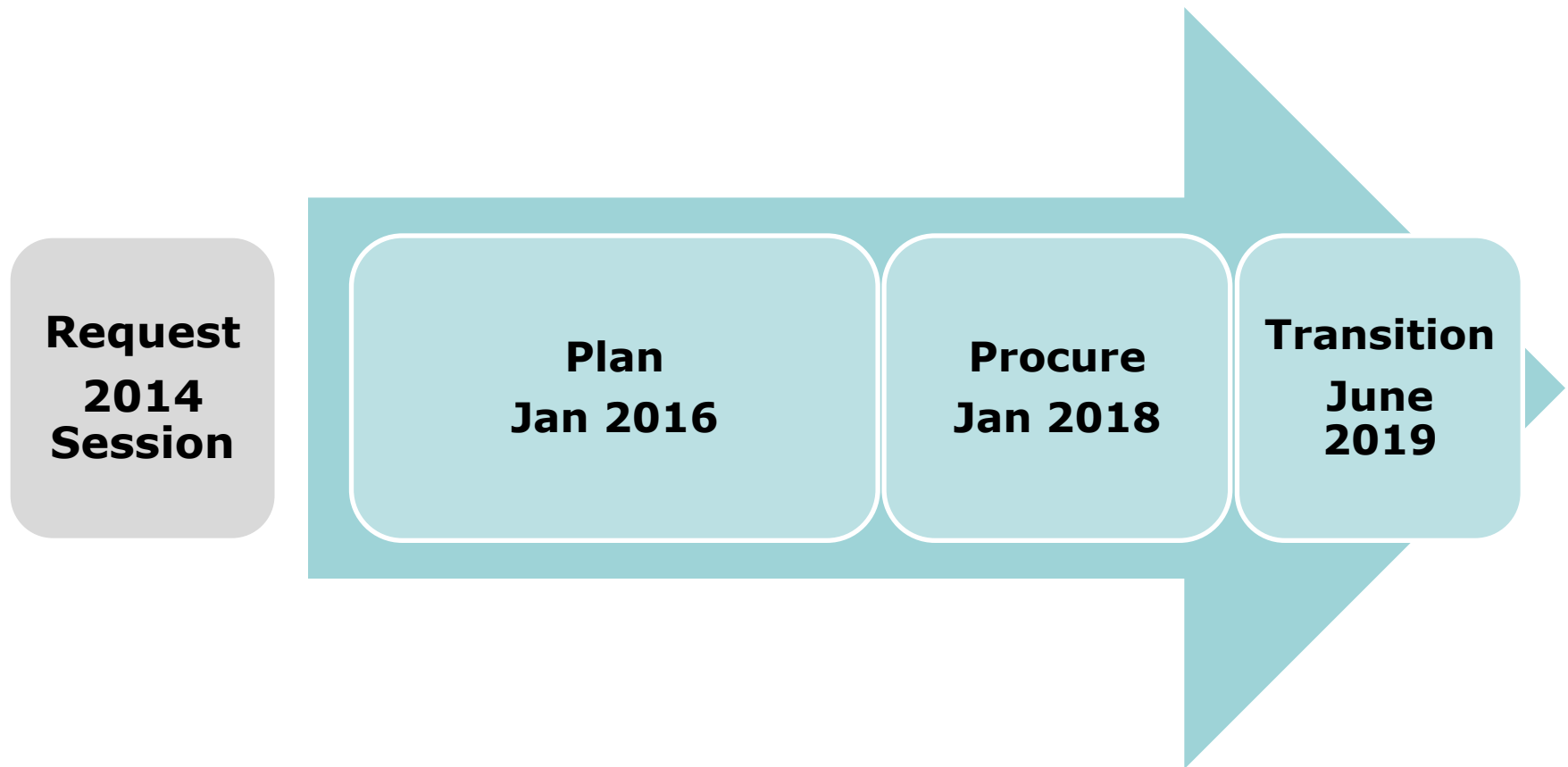
# VITA Costs Primary for Vendor Payments



- VITA is primarily an Internal Service Funded (ISF) agency
  - >1% of VITA costs are GF
  - ISFs overseen by JLARC
  - Rates adjusted annually
  - Audited by APA, reported to federal HHS
  - **FY 2013 rates decreased 2.3% (avg.)**



# Prospective Timeline for IT Services





# Challenges, Look-ahead

- IT security
  - Threats continue to evolve
  - Compliance remains a concern
- Lingering resistance to shared services approach
  - IT as a fully-managed service, not just hardware
- Customer service is improving, but work remains
- Evolution of NG relationship
  - Technology innovation
  - Continuous change to NG contract
- Aging “legacy” applications
- VITA organization
  - Insufficient oversight authority
  - Aging workforce



# Questions?

**Samuel A. Nixon Jr.**

**[sam.nixon@vita.virginia.gov](mailto:sam.nixon@vita.virginia.gov)**

**(804) 416-6004**